



# Justin Masse

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## SUMMARY

Seeking new challenges in a technology driven organization, which will effectively utilize my analytical skills and commitment to perform quality work, looking for advancement and maximum level of professionalism.

## EXPERIENCE

### **Network Administrator, Alene Candles LLC**

Milford, NH — 02/2011 to Present

Provide team lead assistance to the IT department to ensure smooth system operations company wide. Prepare and present reports and documentation on IT related areas.

### **Accomplishments**

- Design and develop processes and business flows for the IT department including technical documentation for end users and policy standards for BYOD.
- Implemented, maintain, and manage the help desk system for all three locations.
- Work in-person, on-call, and on chat to support 200 end users and 500+ devices between three locations.
- Developed a core knowledge of Windows XP through Windows 10 and Windows Server SBS 2003 through Windows Server 2012.
- Utilize programming knowledge to develop autonomous scripts to control PC updates as well as control a production metrics display array.
- Developed and implemented a preventative maintenance program to ensure all company devices performed at top specifications.

## EDUCATION

### **Daniel Webster College**

Game, Simulation, and Robotics — 09/2007 to 06/2012 (Not Complete)

Developed a core set of skills in both programming languages and computer repair standards. Created projects in over 12 different programming languages. Learned the basics of project management and professional team building. Continued studies in advanced computer repair and program debugging as well as learning industry standard documentation skills.

## SKILLS

- **Operating Systems:** Windows XP, Vista, 7, 8, 10. Windows Server SBS 2003, 2008 R2, 2012. Linux OS. **Mobile:** Apple iOS, Android, and Windows phone.
- **Systems Knowledge:** Cisco/HP Procurve switches, Firewalls (SonicWALL), Exchange 2007, Active Directory, DHCP, Group Policy, VMWare ESXI/vSphere.
- **IT Software:** Ticket Systems (Spiceworks), Office Suites (2003-2013), Clonezilla, ShadowProtect, Wireshark.
- **Network Related:** WAN/LAN/TCPUDP/OSI. Cat5e/6 line terminations, MPLS/VPN traffic, Telnet/SSH/Serial CLI.
- **Programming Knowledge:** PHP, MySQL, HTML, PowerShell, Unix Scripting, and Python.

## REFERENCES

Available upon request.